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Consumer Alert: NH Residents, Be Wary of Scams Related to Anthem Cyber Attack

CONCORD, NH – New Hampshire residents who may have been affected by the recent large-scale data breach at health insurance company Anthem Blue Cross and Blue Shield now face another potential threat: cyber scams.

Anthem's national office announced this week that the insurer's secure data had been breached and that personal information, including Social Security numbers, for potentially millions of its current and former members had been stolen.

Today, Anthem announced that residents should beware of scam email campaigns preying on those affected by the data breach.

"These scams designed to capture personal information (known as 'phishing') are designed to appear as if they are from Anthem and the emails include a 'click here' link for credit monitoring," the insurance company announced today. "These emails are NOT from Anthem."

Anthem says it will not call its members regarding the data breach but rather plans to send out information by the U.S. Postal Service. Anyone who receives an email purportedly from Anthem is urged not to click on any links in the email; not to reply to the email or reach out to the senders in any way; not to supply any information on any website linked to the email; and not to open any attachments that might arrive with the email.

"This outreach is from scam artists who are trying to trick consumers into sharing personal data," Anthem said in a statement. "There is no indication that the scam email campaigns are being conducted by those that committed the cyber attack, or that the information accessed in the attack is being used by the scammers."

What happened?

In late January, Anthem discovered the unauthorized access of consumer information including member names, member health identification numbers, dates of birth, Social Security numbers, addresses, telephone numbers, email addresses, employment information, and income data.

What is Anthem doing to protect my information?

Anthem notified the Federal Bureau of Investigation and sent notices to Anthem consumers responding to consumer questions. Anthem is also working with a cybersecurity firm to evaluate the extent of the attack. Anthem will provide free credit monitoring and identify protection services to all who were affected.

What should I do now?

Most importantly, stay calm and continue to monitor the situation closely. Anthem has said it is not yet aware of any fraudulent activity against policyholders that has occurred as a result of the breach. However, as with any data breach, be on the lookout for suspicious activities that may try to phish or

collect sensitive information, like user names, passwords, and credit card information. It is important that you take action immediately to protect yourself.

For more information, call (877) 263-7995, the toll-free number Anthem has established to assist consumers. Anthem has also set up a website, www.anthemfacts.com, to answer questions. Be sure to type in the web address directly.

You may want to consider placing a freeze on your credit report with the three major credit reporting agencies. This allows you to restrict access to your credit report, making it more difficult for identify thieves to open new accounts in your name. Be sure to protect the information of your family as well – including children and elderly parents. For more information about a credit freeze, visit the [Federal Trade Commission's Consumer Information Credit Freeze FAQs](#).

Contact your bank or credit card company if you notice suspicious activity on your account. You may ask them to put a security block on your account or pre-emptively request a new credit or debit card.

Make sure to closely monitor your accounts, credit score, bank, credit card and other financial information.

What is the New Hampshire Insurance Department doing?

In New Hampshire, there are insurance regulatory standards about data breaches as well as a state law addressing data breaches that encompasses insurance companies. The law includes requirements about supplying notice of security breaches to consumers.

“The Insurance Department has been in close communication with Anthem regarding this data breach, which potentially affects thousands of New Hampshire residents,” said New Hampshire Insurance Commissioner Roger Sevigny. “We will ensure that the notices sent to consumers comply with state law, and we will continue to work closely on this situation.”

The New Hampshire Insurance Department’s mission is to promote and protect the public good by ensuring the existence of a safe and competitive insurance marketplace through the development and enforcement of the insurance laws of the State of New Hampshire. For more information, visit www.nh.gov/insurance.

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